

**SPEECH AND
HEARING CLINIC**

*Faculty of Medicine,
Health and Human
Sciences*

Speech and Hearing Clinic

INFORMATION BOOKLET

Easy English



OUR HISTORY

The hearing clinic at Macquarie University started in 1988.

In 2013, the clinic moved to a new building.

The building is called the **Australian Hearing Hub**.

The new building helps the clinic to:

- Help more people
- Work with other health workers
- Work with people who study hearing and talking

The clinic keeps getting better.

It uses new ways to help people.

It works with health, school, and disability groups.

Students learn to be health workers at this clinic.

They practise helping real people.

Students learn to:

- Make good choices about care
- Do their job well
- Use research to help people

About 200 students learn at the clinic each year.

TEACHING, TRAINING AND SUPERVISION

This clinic helps students learn.

The students are studying to be:

Speech pathologists (people who help with talking and swallowing)

Audiologists (people who help with hearing)

A student might run your session.

A qualified clinician will watch or help them.

This keeps your care safe and effective.

Some sessions do not have students.

These sessions might not always be available.

We will try to give you what you want.

VISITORS

Some students might watch your session to learn.

They must follow the rules.

They cannot record or talk about what they see.

RECORDING

Your session might be recorded with audio or video.

This is for:

- Your health care
- Student learning
- Making the clinic better

Recordings are kept safe.

Recordings are deleted regularly.

They are not part of your health record unless you ask.

RESEARCH

The clinic does research to learn more about:

- Talking and listening
- Swallowing
- Hearing

You might be asked to take part. You do not have to say yes. If you say no, you will still get the same care.

LOCATION

The clinic is on the ground floor of the Australian Hearing Hub.

Address: 16 University Avenue, Macquarie University, NSW 2109

We are not at the hospital.



PARKING

Parking is free under the building.

- Drive in from University Avenue
- Use the code from your email at the boom gate
- Accessible parking is on Level B1
- Other parking is on Level B2

If the gate is closed, press the intercom button.

Tell security you are going to the Speech and Hearing Clinic.

FEES AND PAYMENTS

You must pay at or before your appointment.

For telehealth (video) appointments, pay the day before.

Ways to pay:

- EFTPOS

- Credit card
- Online

No cash or cheques.

You might get some money back from:

- Medicare
- Private health insurance

You still need to pay the full amount first.

If you use the NDIS:

NDIA-managed: The clinic claims money from the NDIS for you. Give us your NDIS number, date of birth, and name.

Plan-managed: The clinic sends a bill to your plan manager.

Self-managed: You pay first. Then you get the money back from the NDIS.

CANCELLATIONS

If you cancel late or do not come, you may be charged the full cost of the session.

To avoid a fee, tell us early:

- **Audiology:** At least **2 business days** before
- **Speech pathology:** At least **1 business day** before

If we need to cancel, we will try to rebook you quickly.

COMMUNICATION

We will contact you by email or phone.

By using our clinic, you agree we may email you about your care or your child's care.

If your doctor referred you, we send results to that doctor (by email or post).

Job-related assessments may be shared with your employer or potential employer.

We can contact other support people if you ask. We will talk to you first.

CONFIRMATION MESSAGES

You need to keep track of your appointments. Text reminders are a bonus — not a promise.

If you miss a text and miss your appointment, you may still be charged.

PRIVACY

We keep your information safe.

We only collect what we need to help you.

We may collect:

- Your name, address, birthday, and phone number
- Emergency contacts and doctor details
- Medical history and test results
- Family health history
- School reports
- Medicare, insurance, and NDIS details

We get information from:

- You (in person, forms, email, phone, online, or recordings)
- Others helping you (like your doctor, Medicare, or family)

If you do not give us the information we need to help you, we might not be able to help you.

HOW WE USE YOUR INFORMATION

We use your information mainly to give you care.

We may also use it to:

- Plan your care
- Make the clinic safer and better
- Ask you for feedback
- Manage bills and payments
- Work with the Hearing Services Program
- Share with government (like Medicare or NDIS) when needed
- Deal with emergencies
- Respond to complaints or legal requests
- Support research (with no names attached)

- Share with police in serious situations
- Follow a court order
- Send results to your referring doctor

With your permission, we may also:

- Talk to other doctors or health workers about your care
- Talk to a child's teacher
- Talk to your family about your care
- Help students learn
- Tell you about services you might like

We will not share your information without your agreement, unless the law says we must.

SEEING YOUR INFORMATION

You can ask to see your health information.

You may need to write a request and show your ID.

There may be a fee for copies.

We will reply within 28 days.

In some cases we may say no (for example, if it could hurt you or someone else).

If your information is wrong, tell us and we will fix it.

Send requests to:

Macquarie University Health Speech and Hearing Clinic

Ground Floor, Australian Hearing Hub

16 University Avenue, Macquarie Park, NSW 2119

PRIVACY MANAGEMENT PLAN

Talk to the clinic if you have questions about privacy.

If we cannot fix your concern, contact the Macquarie University Privacy Officer at privacyofficer@mq.edu.au

HEALTHCARE RIGHTS, CLIENT FEEDBACK AND COMPLAINTS

The clinic follows the **Australian Charter of Healthcare Rights**.

You can ask us to explain your rights.

How to give feedback:

- In person
- By phone
- By email
- Using the feedback form

Talk to the clinic first.

If the problem is not fixed, you can complain to:

- **NSW Health Care Complaints Commission:** www.hccc.nsw.gov.au
- **NDIS Quality and Safeguards Commission** (for NDIS users):
ndiscommission.gov.au/contact-us/makeacomplaint
- **Audiology complaints:** ethics@auderc.org.au
- **Speech pathology complaints:** speechpathologyaustralia.org.au
- **Macquarie University:** mq.edu.au/about/about-the-university/structure-governance



Macquarie University is in Sydney, Australia.

The campus is 126 hectares with lots of green space.

There is a train station on campus.

The university is in the top 2% of universities in the world.

It has a 5-star rating.

Contact:

Macquarie University NSW 2109 Australia

☎ +61 (2) 9850 7111

🌐 mq.edu.au

ABN 90 952 801 237

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